



**DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY
SOCIAL SERVICES PROGRAM ADMINISTRATION MANAGER
Field Operations**

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

The Department of Social Services is currently accepting applications to fill one (1) Social Services Program Administration Manager position located in Field Operations.

Open To: The Public and State Employees

Location: 55 Farmington Avenue, Hartford, CT 06105

Job Posting No: 33417

Hours: Monday through Friday, 40 Hours per Week

Salary: \$93,896.00 - \$128,027.00

Closing Date: October 25, 2017

Eligibility Requirement: This is a competitive classification that **DOES NOT** require candidates to have applied for and passed the Social Services Program Division Director examination. **EXAMINATION IS NOT REQUIRED.** Candidates **MUST POSSESS the GENERAL EXPERIENCE** to qualify.

Knowledge, Skills and Abilities: Considerable knowledge of social services programs; considerable knowledge of and ability to apply management principles and techniques; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of community organizations and social services agencies; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to interpret complex written material including legal narrative and to assess the impact thereof on programmatic goals.

General Experience:
Nine (9) years of professional experience in the delivery of social services programs and/or policies.

Note:
Social services programs are a range of public services provided by or funded by federal, state or local government organizations to assist the disabled, disadvantaged or elderly. Some examples of social services programs are temporary financial assistance programs, healthcare assistance programs (e.g., Medicaid, Medicare, Husky), housing and energy assistance programs, nutritional assistance programs (e.g., SNAP), child or adult care assistance programs, social security income (SSI) and child support.

Special Experience:
One (1) year of the General Experience must have been in a managerial or consultative capacity with programmatic and administrative responsibility for a regional or statewide social services program.

Note:
For State Employees the Special Experience is interpreted at the level of Social Services Program Manager, Social Services Operations Manager, Program Manager - Public Assistance, Public Assistant Consultant and Planning Specialist.

Substitutions Allowed:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half year of experience to a of four (4) years for a Bachelor's degree.
2. A Master's degree in Social Work, Public Administration or a closely related field may be substituted for one (1) additional year of the General Experience.

SOCIAL SERVICES PROGRAM ADMINISTRATION MANAGER

The candidate will be responsible for the following:

Working with the Division Director in Field Operations to prioritize services needed and allocate staffing and other resources to meet the service outcomes, goals and objectives of the Department of Social Services as well as state and federal government partners.

Assisting Division Director in leading processes for critical service delivery decisions based on analysis of performance outcomes, quality of service, cost/efficiency, assessment of need and other measures.

Assisting Division Director in developing and implementing exemplary customer service plans and standards, and responsible for ensuring outcomes and performance measures.

Ability to work effectively at multiple levels of the organization and with multiple project teams as well as external stakeholders.

Ability to work within chain of command in a complex consolidated government organization.

Ability to identify and understand complex problems and concepts, apply logical thinking and quantitative methods of gathering and analyzing information and exercise good judgment based on available data, design solutions to problems, formulate and articulate action plans proactively and collaboratively.

Strong leader who aligns the organization's vision and values as well as managing work groups by inspiring, advising and delegating subordinates, facilitating goal accomplishment and tracking and evaluation performance to ensure success and inspires supports, monitors and acknowledges front line staff.

Develop procedures and guidelines consistent with agency policies and interpret these agency policies and procedures to staff.

Demonstrate sensitivity to the ethnic and cultural diversity of DSS's workforce and clientele.

Performs other professional responsibilities as assigned.

This position may be filled by candidates from mandatory Re-employment/SEBAC Lists, which we are obligated to use.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment ([CT-HR-12](#)). Please **mail** your completed CT-HR-12, a cover letter and two (2) supervisory reference letters (State employees must submit their two (2) most recent Performance Appraisals instead of references and please submit Attendance Records from October 2015 to present) to:

**Ms. Ronnell Young, HR Specialist
The Department of Social Services
Human Resources Division
55 Farmington Avenue – 5th Floor
Hartford, CT 06105**

~PLEASE BE ADVISED THAT HAND-DELIVERED, FAXED, DROP-OFF OR INTEROFFICED APPLICATIONS WILL NOT BE ACCEPTED~

APPLICATIONS MUST BE POSTMARKED ON OR BEFORE OCTOBER 25, 2017

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

If you are requesting special accommodations under the provisions of the Americans with Disabilities Act (ADA) please contact Terri-Lynn Johnston at 860-424-5501 or Terri-Lynn.Johnston@ct.gov